



AGNES GOODE KINDERGARTEN/OCCASIONAL CARE

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STAFF GRIEVANCE PROCEDURE

Statement

At Agnes Goode Kindergarten we are committed to working together to meet the educational needs to our children. We aim to maintain a harmonious work environment. This policy aims to assist staff and management to resolve grievances promptly and effectively. The rights of employees will be respected in the grievance process.

What to do if you have a concern:

- In the first instance, arrange a time to speak to the person concerned. Seek to resolve the concern in ways that respect the needs of those involved. Allow reasonable time for the concern to be addressed.
- If your concern is not resolved to your satisfaction, speak to the Director and seek their assistance in resolving it or act as a mediator.
- If you are still not happy after action has been taken, inform the Director that your concern still exists.
- If you decide to lodge a formal complaint refer to the "DECD complaint Resolution for Employees Procedure"
http://www.decd.sa.gov.au/hrstaff/files/links/DECS_COMPLAINT_RESOLUTION.pdf
- If the issue is unresolved you may contact the Education Director, Greg Petherick (Phone Number 8366 8864).

Commitment from all staff when someone raises a concern:

- We will listen to concerns with an open mind and seek to understand them.
- We will maintain confidentiality.
- We will treat each other with respect.
- We will be committed to resolving problems as fair as possible.
- We will communicate openly, clearly, sensitively and objectively.

Below are related policies for further information:-

http://www.decd.sa.gov.au/hrstaff/files/links/DECS_COMPLAINT_RESOLUTION.pdf

REVIEWED: APRIL 2014

DATE FOR NEXT REVIEW: TERM 1 2016

AUTHORISED ON BEHALF OF GOVERNING COUNCIL: *K Wiseman, Director*